



Activity Highlights

FY 2001 – 2002

With the opening of the Office of Privacy Protection in November 2001, California became the first state to have an agency dedicated to protecting the privacy rights of consumers.

EDUCATION AND INFORMATION

Web site

- Developed and posted Web pages on Consumer Information, Identity Theft, Financial Privacy, Privacy Laws, California Privacy Legislation, and Law Enforcement

Consumer Information Sheets

- CIS 1 Identity Theft Prevention Tips (11/01)
- CIS 2 Your Financial Privacy Rights (11/01)
- CIS 3 Identity Theft Victim Checklist (4/02)

Workshops and seminars

- 21 for consumer and community groups, with average attendance of 62, including two town hall meetings sponsored by legislators
- 17 for business and professional groups, with average attendance of 119

LAW ENFORCEMENT COORDINATION

Senior Investigator

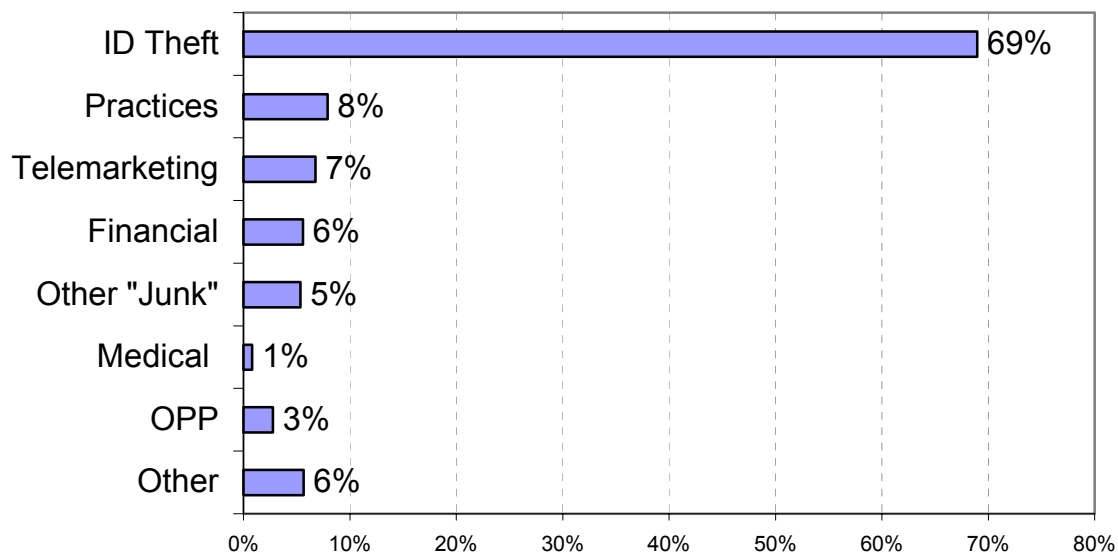
- Assigned to Southern California High Tech Crimes Task Force/Identity Theft Detail

Penal Code § 530.8

- Developed forms for local law enforcement to assist in implementation of new law

BEST PRACTICES	Developed and issued <i>Recommended Practices for Protecting the Confidentiality of Social Security Numbers</i> (1/02)
CONSUMER ASSISTANCE	<p>Calls and e-mails</p> <ul style="list-style-type: none"> ▪ Responded to 1,997 calls and e-mails ▪ 94% from consumers, 5% from businesses, 1% from government <p>Security breach assistance</p> <ul style="list-style-type: none"> ▪ Database compromise affected over 275,000 State employees ▪ Posted Web page for State employees with information on protection from identity theft ▪ Sent information sheet to State employees at home ▪ Arranged for dedicated phone lines at credit reporting agencies ▪ Conducted workshops for employees in Sacramento area and produced and distributed informational video for offices in other regions ▪ Responded to 836 calls and e-mails from State employees

Calls and E-Mail to Office of Privacy Protection 11/01-6/02



ID THEFT: victims & concerns. PRACTICES: business practices & privacy laws. OTHER "JUNK": faxes, mail, spam. OTHER: general privacy concerns & non-privacy issues.